

Name:

Talking to customers - 1

- ① Work on your own to prepare yourself for the following role play. Write down bullet points on things to say and vocabulary you might need.

Customer A: You bought a backpack yesterday, but the zipper is broken. You want to return it to get your money back or get a new one.

Salesperson B:

Customer C:

Salesperson D:

✓ **Polite Offers:**

- "Can I help you with something?"
- "Would you like me to check in the back?"
- "Let me find someone who can assist you."

? **Clarifying Problems:**

- "Can you show me the issue?"
- "What exactly seems to be the problem?"
- "Do you have the receipt with you?"

💡 **Giving Solutions:**

- "I can exchange it for you."
- "We don't have that size right now, but I can order it."
- "I recommend this one instead — it's similar."

🙏 **Apologizing / Being Polite:**

- "I'm really sorry about that."
- "Thanks for your patience."
- "Let me fix that for you."

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